



## QUARTERLY REPORT

Fiscal Year 2011  
Quarter: April - June

Date: July 31, 2011



**Department:** Administrative Services Department  
**Program Name (#):** City Clerk's Office  
**Program Owner:** Cynthia M. Rodriguez, City Clerk Services Manager  
**Phone Number:** 5310  
**Program Mission:** Ensure the integrity and preservation of the City Council's record, conduct municipal elections, coordinate the recruitment and appointment process for City Advisory Groups, codify adopted ordinances into the City's Municipal Code, coordinate Citywide records management policies and procedures, and connect residents with their government by providing information in a courteous and timely manner.

### MEASURABLE OBJECTIVES

1. Complete 100% of Customer Service Requests within 2 Working Days or by the Requested Deadline

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Customer Service Requests Completed within 2 Working Days or by the Requested Deadline	100%	100%	100%	100%	100%	100%
Status:	Ongoing.					
Comments:	The City Clerk's Office completed 1,569 customer service requests in Fiscal Year 2011, which is slightly higher than projected due to the number of requests received regarding the election process.				Objective Achieved <input checked="" type="checkbox"/>	

2. Maintain 90% Timely Filing Rate for Statements of Economic Interests

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Timely Filings of Statements of Economic Interests	90%	100%	N/A	100%	60%	99%
Status:	Ongoing.					
Comments:	The City Clerk's office tracked assuming and leaving office statements throughout the year. Additionally, staff coordinated the annual citywide filing for over 400 employees and Board Commissioners.				Objective Achieved <input checked="" type="checkbox"/>	

3. Complete 75% of Council/Redevelopment Agency minutes accurately within 7 working days

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Council/RDA minutes accurately prepared within 7 working days and presented for Council/RDA approval	75%	100%	14%	23%	73%	53%

Status:	Ongoing.	
Comments:	Due to staffing issues it was difficult to meet our annual target.	Objective Achieved <input type="checkbox"/>

## PROJECT OBJECTIVES

4. Coordinate the recruitment and appointment process for City Advisory Groups, including orientation and training, by June 30, 2011.

Status:	Ongoing.	
Comments:	The City's annual orientation and training session was held on April 25, 2011. Appointments for the City's annual and semi-annual recruitments were made in December and June.	Objective Achieved <input checked="" type="checkbox"/>

5. Administer the 2010 special municipal election to vote on ballot measure(s).

Status:	Completed.	
Comments:	The certification of election results of the official canvass were approved by the Council on December 14, 2010.	Objective Achieved <input checked="" type="checkbox"/>

6. Coordinate the Records Management Program and report annually on each department's progress in meeting the program's goals.

Status:	Ongoing.	
Comments:	City Clerk's office staff attended department records management meetings to provide an overview on the citywide program. City Clerk's office staff continued to work closely with City departments on records destruction requests.	Objective Achieved <input checked="" type="checkbox"/>

7. Coordinate an electronic campaign filing system for candidates, committees and elected officials.

Status:	Ongoing.	
Comments:	The City Clerk's Office staff worked closely with the City's vendor, PACs and treasurers on the use of the online application.	Objective Achieved <input checked="" type="checkbox"/>

## OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Pages of Council and Redevelopment Agency minutes prepared and presented for Council and Redevelopment Agency approval	450	98	38	215	117	468

2. Number of staff hours spent in support of 32 City Advisory Groups composed of 208 Members	400	92.5	124	76.5	69.75	362.75
3. Number of customer service requests completed within 2 working days or by the requested deadline	1400	356	210	523	480	1569
4. Number of filings of statements of economic interests	425	25	0	424	6	455
5. Number of staff hours spent in support of statements of economic interests	225	15.25	13	104.75	14	147
6. Number of staff hours spent on codification of the municipal code	100	21	5.9	29.4	5.9	62.2
7. Number of contracts and agreements, deeds and notices of completion processed	250	83	49	92	62	286
8. Number of resolutions and ordinances processed	125	50	35	26	22	133
9. Number of City Council and Redevelopment Agency agendas and packets prepared	85	17	11	18	28	74
10. Number of campaign statements processed	45	0	0	14	3	17
11. Number of staff hours spent in support of campaign statements	30	7	2	9.75	1.6	20.35
12. Number of staff hours spent on research requests	120	22.25	3.5	31.15	35.35	92.25
13. Number of phone calls received	5,000	1,306	877	1,293	1,438	4,914
14. Number of staff hours spent on the Council agenda packet process	600	173.25	119.7	131.35	188.6	612.9
15. Number of staff hours spent on Council meeting attendance and follow-up	800	309.1	137.35	292.45	297.15	1036.05

**COMMENTS ON OTHER PERFORMANCE MEASURES:**

If any of the measures above are new, please put them in "bold" font.



## P3 SUBMITTAL REPORT

Fiscal Year 2011

Quarter: Fourth

Date: 8/15/11



**Department:** Administrative Services  
**Program Name:** Human Resources  
**Program Owner:** Barbara Barker, Human Resources Manager  
**Phone Number:** 5316  
**Program Mission:** Human Resources develops effective policies and assists departments in the recruitment, development, and retention of quality employees in order for the City to provide a high standard of service to the community.

### MEASURABLE OBJECTIVES

1. Ensure that City supervisors and managers complete 85% of employee performance evaluations on time.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of evaluations completed on time / total # of evaluations due.	85%	84.04%	77%	81.30%	78%	86%
Status:	4 <sup>th</sup> quarter statistics completed.					
Comments:	Year-end adjustments made for those employees on a leave of absence.				Objective Achieved <input checked="" type="checkbox"/>	

2. Provide 95% of classification recommendations to the requesting department within 45 working days of receiving the completed Position Description Form from the department.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of classification studies completed (within 45 working days of department completing the Position Description Form) / total number of classification studies completed.	95%	n/a	100%	100%	100%	100%
Status:	1 classification study was completed on-time this quarter					
Comments:	The goal was met.				Objective Achieved <input checked="" type="checkbox"/>	

3. Complete internal (promotional) recruitments within an average of 39 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of working days from Personnel Services Requisition to certification date.	39	24.88	34.46	32.22	25.67	29.30
Status:	On-target.					
Comments:	The goal was met.				Objective Achieved <input checked="" type="checkbox"/>	

4. Complete external (open) recruitments within an average of 49 working days.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of working days from Personnel Services Requisition to certification date.	49	34.5	43.33	23.57	35.40	34.20
Status:	On-target.					
Comments:	The goal was met.				Objective Achieved <input checked="" type="checkbox"/>	

5. Hold training updates with department representatives on pertinent issues related to Human Resources, such as the Family Medical Leave Act, Personnel Action Forms (PAFs), etc.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of training updates held.	2	0	0	0	2	2
Status:	The 2 classes offered were PAF and Leave of Absence training.					
Comments:	The goal was met.				Objective Achieved <input checked="" type="checkbox"/>	

## PROJECT OBJECTIVES

1. Provide support and information to City departments, during the budget process, regarding staffing level reductions i.e. proposed layoffs.		
Status:	No layoffs were proposed for FY2012.	
Comments:	The project was not needed in FY12.	Objective Achieved <input type="checkbox"/>
2. Provide support to employees and City departments by facilitating recruitments for staff affected by budget reductions i.e. proposed layoffs.		
Status:	No layoffs were proposed for FY2012.	
Comments:	This project was not needed in FY12.	Objective Achieved <input type="checkbox"/>
3. Facilitate legally required Harassment Training that will be provided to managers and supervisor in calendar year 2011.		
Status:	9 training sessions are planned throughout the 2011 calendar year.	
Comments:	2 training sessions were offered this quarter.	Objective Achieved <input checked="" type="checkbox"/>

## OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of applications reviewed and processed.	3,500	2,859	1,827	2,181	2,307	9,174
2. Number of recruitments conducted.	40	16	19	16	23	74
3. Number of employees (regular and hourly) hired.	300	97	71	96	124	388

4. Turnover of regular employees.	<b>6%</b>	2.04%	2.20%	1.58%	1.71%	<b>7.53%</b>
5. Number of personnel actions, such as new hires, promotions, resignations, merit increases, etc. processed by HR staff.	<b>2,500</b>	620	1,147	850	586	<b>3,203</b>
6. % of management positions filled by internal promotion.	<b>80%</b>	100% (1/1)	0% (0/1)	50% (2/4)	0% (0/0)	<b>50%</b>
7. % of supervisory positions filled by internal promotion.	<b>90%</b>	83% (5/6)	100% (7/7)	100% (2/2)	100% (1/1)	<b>93.75%</b>
8. Number of supervisor / manager requests for assistance re: disciplinary issues.	<b>750</b>	176	165	176	198	<b>715</b>
9. Number of employees who made benefit changes during Open Enrollment.	<b>500</b>	n/a	608	n/a	n/a	<b>608</b>
10. Number of employee requests for assistance re: benefits.	<b>8,000</b>	2,162	2,479	2,166	2,096	<b>8,903</b>
11. Average # of LEAP training hours attended per employee.	<b>3</b>	0.08	.21	.79	1.11	<b>2.19</b>

**COMMENTS ON OTHER PERFORMANCE MEASURES:** #1: # of apps in the 1<sup>st</sup> Quarter was changed from 2,843 to 2,859. The number of applications submitted this year was larger than anticipated at 9,174. #2: The number of recruitments in the 1<sup>st</sup> Quarter was changed from 14 to 16. #4: Regular employee turnover was larger than anticipated at 7.53%.  
 #4: Regular employee turnover was larger than anticipated at 7.53%.



# P<sup>3</sup> BUDGET QUARTERLY REPORT

Fiscal Year 2011

Quarter: Q4

Date: July 14, 2011



**Department:** Administrative Services  
**Program Name:** Information Systems (1541, 1542, 1543)  
**Program Owner:** Tom Doolittle Information Systems Manager, 564-5472  
 Rob Badger Information Systems Supervisor, 564-5398  
**Program Mission:** Provide computer support in Financial, GIS, Web Services, and Citywide applications; ensure reliable network operation; provide computer training and Help Desk support to City staff to enhance the effectiveness of City operations.

## MEASURABLE OBJECTIVES

1. Resolve 75% of User Support calls at time of call.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of calls for user support that are resolved at time of call	75%	44%	48%	53%	46%	47.8%
Status:	1822 work orders were completed during 4 <sup>th</sup> Quarter. Of these, 1151 were "User Support" requests and 535 were closed at time of call.					
Comments:	IS Staff reductions in FY 2011 reduced the ability to meet this objective. It is being lowered for FY 2012 and additional review of Help Desk operations is occurring to provide the best user support to City Staff.					Objective Achieved <input type="checkbox"/>

2. Resolve 85% of requests for User Support within 1 business day.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of requests for assistance resolved within 1 business day.	85%	56%	55%	43%	54%	52%
Status:	Of the 1151 requests for User Support completed during 4 <sup>th</sup> Quarter, an additional 84 were closed within 1 day bringing this total to 619.					
Comments:	As above, IS staff are providing less than the expected target resolving user support requests by department staff .					Objective Achieved <input type="checkbox"/>

3. Resolve 98% of Out of Service requests rated as Critical within 1 Business Day.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Critical Out of Service requests resolved in 1 business day	98%	100%	100%	100%	100%	100%
Status:	5 Critical Out of Service requests were logged during 4 <sup>th</sup> Quarter. All were resolved within 1 business day.					
Comments:	Met expected target. IS Division staff resolved all Critical service requests during the year within 1 day.					Objective Achieved <input checked="" type="checkbox"/>

4. Maintain an uptime of 99.8% of the City's Wide Area Network and critical file and application servers.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent uptime for City WAN and critical support servers	99.8%	99.98%	99.98%	99.98%	99.99%	99.98%
Status:	4 Critical outages resulted in 165 minutes of server support not available in the 4 <sup>th</sup> quarter.					
Comments:	Met expected target.				Objective Achieved <input checked="" type="checkbox"/>	

5. Maintain an uptime of 99.8% of the City's Financial Management System.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent uptime for City's Financial Management System	99.8%	100%	100%	100%	99.9%	99.98%
Status:	FMS had 1 critical outage of 60 minutes during 4 <sup>th</sup> Quarter.					
Comments:	Met expected target.				Objective Achieved <input checked="" type="checkbox"/>	

6. Maintain an uptime of 99.8% of the City's Centralized GIS and MAPS servers.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent uptime for City GIS and MAPS servers	99.8%	100%	100%	99.64%	100%	99.91%
Status:	GIS/MAPS applications did not have any critical outages during 4 <sup>th</sup> Quarter.					
Comments:	Met expected target.				Objective Achieved <input checked="" type="checkbox"/>	

7. Maintain a 95% or higher customer satisfaction rating on service requests.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of employees surveyed reporting satisfactory rating on services received.	95%	98%	99%	97%	98%	98%
Status:	174 Survey responses were received during 4 <sup>th</sup> Quarter. Of these, 171 rated the service satisfactory or better.					
Comments:	Met expected target.				Objective Achieved <input checked="" type="checkbox"/>	



8. Ensure 99% of employees report that training provided will result in improvements in their ability to use desktop applications.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of employees reporting that the training improved their ability to use desktop applications	99%	100%	100%	100%	100%	100%
Status:	371 City staff attended computer training during 4 <sup>th</sup> Quarter. Most of these were Office 2007 orientation format sessions which did not solicit survey feedback. 14 other staff returned the training survey, all of them reporting improvement in their use of the application.					
Comments:	Met expected target. Computer Training program was reduced during Quarters 1-3, but increased substantially with City-wide Office 2007 training during 4 <sup>th</sup> Quarter.				Objective Achieved <input checked="" type="checkbox"/>	

## PROJECT OBJECTIVES

1. Complete the server virtualization project by virtualizing all remaining candidate servers by June 30, 2011.

Status:	Server virtualization is well underway. 37 servers are in production at both City Data Centers and are being expanded. This complex project has been extended into FY 2012.					
Comments:	Did not complete this project in FY 2011 but will complete in 2012.				Objective Achieved <input type="checkbox"/>	

2. Upgrade City workstations to Office 2007 and train City staff in Office 2007 essential functions by March 31, 2011.

Status:	Office 2007 began rollout in late April. More than 40% of City staff have been converted and all are expected to be converted by July 30, 2011. Extensive orientation and basic training has been conducted. Additional Basic, and Advanced training is being scheduled.					
Comments:	Did not meet initial target but will be completed by July 30 2011.				Objective Achieved <input type="checkbox"/>	

3. Prepare a Windows 7 workstation upgrade project and convert 70% of Windows 7 capable workstations by June 30, 2011.

Status:	This project has not begun. It was delayed by staff resource limitations. It will begin after the Office 2007 project deployment and will be completed in FY 2012					
Comments:	Did not meet initial target but will be completed in FY 2012.				Objective Achieved <input type="checkbox"/>	

4. Implement a Business Continuity computing capability at Fire Station 1 with data replication between the two City data centers and ability to run the three most critical applications by June 30, 2011.

Status:	The Business Continuity Center (BCC) was placed into production in March 2011 for Infrastructure services. Similarly, FMS recovery capability was installed and is in standby mode. FMS replication is setup. Other replication will be setup in FY13, Only 1 critical application is currently available to be run at BCC, and at least one other application will be completed in FY 2012.					
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Comments:	In production mode but not fully completed. Has been rolled over to FY 2012.	Objective Achieved <input type="checkbox"/>
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5. Implement the Cartegraph GEODATA Connect feature to link Cartegraph database with GIS data by September 30, 2010.		
Status:	This project is close to completion. Staff are working with Brown and Caldwell and Cartegraph consultants on this project. Software was installed, staff received training, and the databases were linked. GIS data cleanup and incompatibility issues were discovered and are being addressed. Once completed, real-time access of the Wastewater GIS information for use in Cartegraph work orders will be enabled and the GIS data update process will be more efficient.	
Comments:	Project is expected to be completed in CY 2011.	Objective Achieved <input type="checkbox"/>

6. Complete implementation of the GIS/EOC plan by June 30, 2011		
Status:	This project is partially complete with GIS support in place for EOC operations. Completed so far: created maps to aid with emergency planning; installed, configured, and tested GIS software on the EOC computers; and participated in EOC startup tests. Remaining: write GIS standard operating procedures documentation, create additional maps, and conduct training exercises.	
Comments:	Project is scheduled for completion in FY 2012.	Objective Achieved <input type="checkbox"/>

## OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. "User Support" Requests Completed	4500	1235	1034	1215	1151	4635
2. Infrastructure Service Requests Completed	3000	897	866	1098	1205	3256
3. Critical Out of Service Requests Completed	30	9	11	7	5	32
4. FMS Service Requests Completed	1100	315	226	230	222	771
5. GIS Service Requests Completed	600	227	209	212	202	850
6. Web Service Requests Completed	600	184	229	173	173	759
7. Number of Computer Users Supported	1050	1088	1103	1105	1140	1109

8. Number of Workstations Supported	760	820	778	814	819	808
9. Number of Computer Users Supported/FTE (7.65)	146	142	144	144	145	144
10. Number of FMS Users Supported/FTE (2.35)	165	161	162	162	147	158
11. Number of GIS Users Supported/FTE (2.5)	160	231	146	156	158	173
12. Number of Web Content Managers Supported/FTE (1.0)	187	198	197	197	206	199
13. Number of Computer Training Enrollments (in-house + SBCC)	650	70	90	74	371	605

**COMMENTS ON OTHER PERFORMANCE MEASURES:**

- Support requests in all areas but FMS support were higher than projected for FY 2011.
- Computer Training enrollments were lower earlier in the year but reached expectation with the Office 2007 deployment project.
- Other Performance Measures were in line with projections.